



MINNESOTA

# JOB SERVICE

ANNUAL REPORT 2016

The Minnesota Department of Employment and Economic Development (DEED) delivers key services to job seekers and businesses through Job Service. The focus of all services, which are available through Minnesota's statewide network of WorkForce Centers, is to help job seekers find work and help employers find and retain qualified employees.

# JOB SEEKERS

## Job Seekers Served

2016 total customers served — **161,309** (pulled November 28, 2016)

2015 total customers served — **177,622** (pulled March 15, 2016)

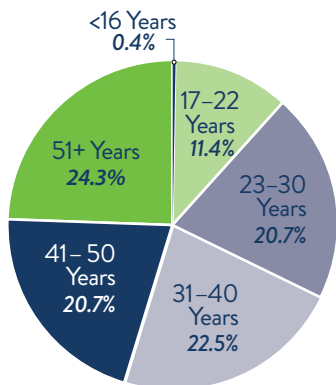
**E**xpert Job Service staff guide job seekers through all steps of job search and career planning, including:

- Informing job seekers about WorkForce Center (WFC) services including eligibility-based employment and training programs.
- Educating job seekers on how to use MinnesotaWorks.net, DEED's online job bank, to search for and apply for jobs.
- Offering job search advice and assisting with writing effective resumes.
- Providing free workshops and training to job seekers on the fundamentals of a successful job search; including up-to date strategies using social media and online tools.
- Recommending other community-based resources and services.

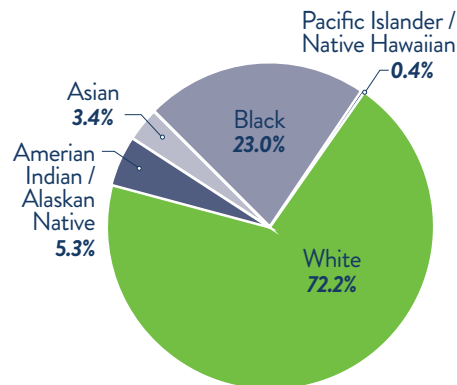
—2016—	—2015—
<b>84,840</b> in WorkForce Centers	<b>90,390</b> in WorkForce Centers
<b>85,439</b> online*	<b>87,679</b> online*
<b>106,235</b> job seekers found a job within 90 days of their last service	<b>116,395</b> job seekers found a job within 90 days of their last service
<b>\$38,003</b> = average yearly wage	<b>\$36,088</b> = average yearly wage
<b>6,594</b> workshops were delivered to <b>24,601</b> attendees	<b>8,560</b> workshops were delivered to <b>28,472</b> attendees
Job Service is the first point of contact for almost <b>40,000</b> Unemployment Insurance (UI) applicants who are called into the WFCs each year	Job Service is the first point of contact for over <b>47,000</b> Unemployment Insurance (UI) applicants who are called into the WFCs each year
Over <b>12,000</b> veterans were served within our WorkForce Center System	Over <b>14,000</b> veterans were served within our WorkForce Center System

\* Users may have received both online and walk-in services so may be counted twice

## Demographics of Job Seekers Receiving Wagner-Peyser\* Services

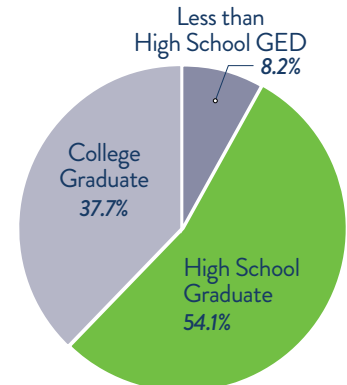


AGE



RACE

Individuals may select more than one  
Ethnicity = 6.65% Hispanic/Latino



EDUCATION LEVEL

\* The Wagner-Peyser Act provides for a labor exchange in offering employment opportunities and services on a no-fee basis to job seekers and businesses.

I would like to thank you for meeting with me and taking the time to go through my resume and helping me see what things I needed to change that would be appealing to a potential employer. After making the changes, I received three interviews, had two offers and I have now accepted a position with Pioneer Public TV as their Financial Director. Thank you for all you do.

LISA

Our Business Service Representatives (BSR) specialize in helping Minnesota's businesses succeed. BSRs provide solutions to common workforce and recruitment challenges by:

- Providing information on MinnesotaWorks.net, our no-fee online job bank connecting job seekers and employers in Minnesota.
- Delivering proven recruitment and retention strategies through our 500+ monthly business consultations including job fairs, recruitment events and employer workshops.
- Offering training on MinnesotaWorks.net to help find the best candidate by creating effective online job postings for access to the largest group of Minnesota job seekers.
- Educating employers on candidate assessment tools including the National Career Readiness Certification (NCRC).
- Providing education on labor market information, tax credits and hiring incentives.
- Connecting to local, state and federal business information and resources on education, training, exports, business expansion and human resources.

I have worked with the WorkForce Center for multiple years as a strong resource to supply viable candidates for my open positions. The business services reps and veterans reps are particularly helpful in identifying candidates that will meet the needs of my positions and working with me through job fairs and one-on-one contact to ensure those candidates have the best opportunity to be successful in seeking the jobs. The WorkForce Center has been an invaluable resource in identifying candidates for my open positions.

BEN, HR LEADER, SAPUTO DAIRY FOODS USA

## According to Employer Satisfaction Survey 2014-2015:

**99%** of businesses surveyed were very satisfied or satisfied that our Business Service Representatives (BSR) understood their needs and concerns.


**97%** of businesses surveyed were very satisfied or satisfied with the time it took the BSR to respond to their questions or request for information.

**90%** of businesses surveyed felt that the overall results provided by the BSR met their needs

**99%** of businesses surveyed would refer a business colleague to Job Service/WorkForce Center for assistance

## MinnesotaWorks.net

❖ No-fee online job bank

	State Fiscal Year 2016*	State Fiscal Year 2015*
Job openings posted	799,725	798,217
New employer accounts	1,938	1,936
New job seeker accounts	79,452	79,323

**\*85%** of businesses surveyed had talked with a Business Service Representative about using MinnesotaWorks.net for recruiting purposes.

**\*98%** of businesses surveyed would recommend MinnesotaWorks.net to a business colleague who needed to post a job opening.

## National Career Readiness Certification (NCRC)

❖ ACT's National Career Readiness Certificate (NCRC) is a portable credential that demonstrates achievement and workplace employability skills in Applied Mathematics, Locating Information and Reading for Information.

### —Calendar Year 2016—

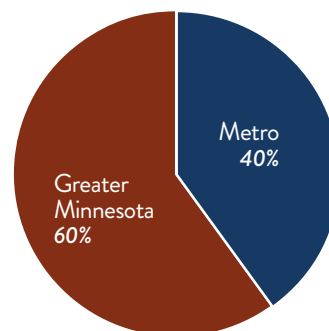
Number of assessments given: **5,021**

Number of certifications issued: **1,246**

**31%** of businesses surveyed had heard of the NCRC, **53%** of which would look for job applicants with an NCRC certificate as part of their recruiting process.

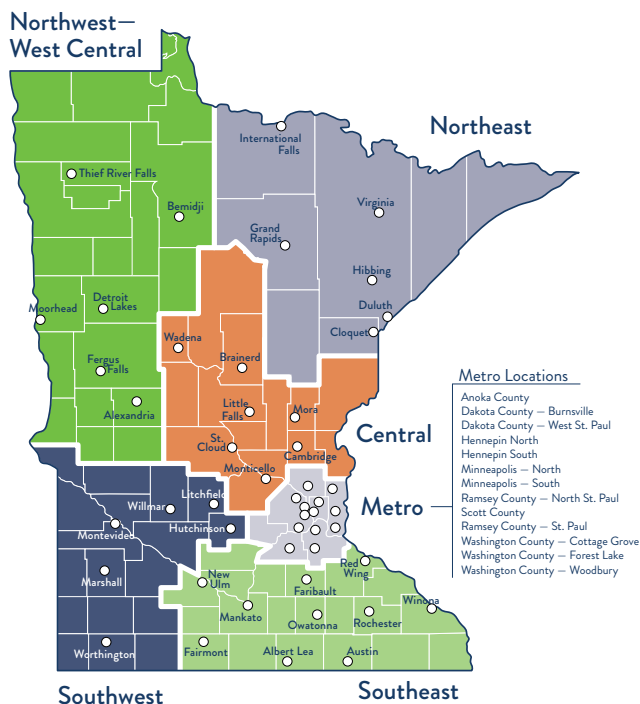
## Business Consultations

2016 Total = **4,817**



MINNESOTA

## WorkForce Center Locations



I want to send a HUGE THANK YOU to you and your fabulous team at the Burnsville WFC. On July 13 I attended your Hiring Event and talked to many candidates. Since then, The Regent in Burnsville (a subsidiary of Augustana Care) has hired 2 CNAs! Thank you for coordinating these events – they make a difference!

SARA, DIRECTOR OF RECRUITMENT,  
AUGUSTANA CARE SERVICES

Thank you so much for meeting with me. You were the link I needed that Friday and I am grateful you were so helpful and kind. You are truly one of the world's gifts.

RENEE

We appreciate the partnership and resources that you and your organization provide us! DEED continues to be our #1 resource for successfully recruiting employees!

CORY GALLAGHER, VP OF OPERATIONS,  
CUSTOMER ELATION

I know you may have a hard time remembering who I am, but I wanted to say a big thank you for your help. I attended a few of your sessions this spring and I was looking to get into technology. I was not exactly sure which aspect of technology I was looking to get into but you helped me with my resume even calling and going over it with me line by line. I was accepted into the IT Ready Program sponsored by the Creating IT Futures Foundation and was able to successfully complete my training and pass my A+ certification. I am now completing my first week as a Service Desk Agent at the City of Minneapolis IT department. I would like to think that you played a major role in providing the motivation to get out there and chase my career goals. I am very grateful to you for all your help and I wanted to share that with you.

JOHN

I am a Marine Corps Veteran and recently attended the New Leaf class at the N. Minneapolis Work Force Center. I wanted to take a moment of your time to let you know how my experience went. It was such a pleasure to have worked with your staff. These employees, in my opinion, went above and beyond the call of duty and showed a considerable amount of knowledge, direction, and passion in my dealings with them. Thank you!

DONALD

I wanted to share the good news! Boston Scientific called today and offered me the Grant Specialist position! It is a 5 month contract to start, and they are interested in hiring me on full time after that.

I am so excited! I am also SO very, very, thankful for your assistance, encouragement and support over the past few months. I cannot express how much it has meant to have your advice. Thank you!

COLLEEN